

July 27, 2000

Dir/RVPC 01-19

Mr. Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
400 7<sup>th</sup> Street, SW NSA-11  
Washington, DC 20590

00V-204 (01)

Dear Mr. Weinstein,

On July 25, 2000, Fleetwood Enterprises, Inc. determined that a safety defect exists in motor homes as listed below, and is furnishing this notification in accordance with 49 CFR Part 573 Defect and Noncompliance reports.

The following is the information required by 49 CFR Part 573:

- This report was prepared on July 27, 2000.
  - Fleetwood has assigned 00724 as an identification code to this voluntary recall.
- 1) The affected motor homes were manufactured by the following wholly owned subsidiaries of Fleetwood Enterprises, Inc.:
- Fleetwood Motor Homes of Indiana, Inc.  
1031 U.S. 224 E.  
P.O. Box 31  
Decatur, Indiana 46733
- Fleetwood Motor Homes of Pennsylvania, Inc.  
Route 487, R.F.D. #1,  
P.O. Drawer 5  
Paxinos, Pennsylvania 17860

The agency should contact the following individual with respect to this recall:

Robert E. Wozniak  
Director of Product Compliance  
Recreational Vehicle Group  
3125 Myers St.  
Riverside, California 92513-7638  
Telephone: (909) 351-3814  
Fax: (909) 351-3776

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DEFECTS INVESTIGATION

- 2) To date, Fleetwood believes that 1996, 1997, 1998, 1999 and 2000 model year Discovery and 1999 and 2000 model year Bounder Diesel brand class A motor homes are the vehicles involved in this recall.

To date, Fleetwood believes the involved motor homes were built between June 1996 and August 1999. The August date coincides with an over the frame routing being implemented into production by Freightliner Custom Chassis.

These motor homes were built with a Fleetwood identification number range of 770AT4463802 to 770VY4477024 and 735SX7152516 to 735ZY7156234.

- 3) Fleetwood reports the following as the approximate number of motor homes containing the safety defect:

<u>Brand</u>	<u>Model Year</u>	<u>Number of Motor Homes</u>
Discovery	1996	258
Discovery	1997	890
Discovery	1998	1270
Discovery	1999	1542
Discovery	2000	178
Bounder Diesel	1999	489
Bounder Diesel	2000	340
Total		4967

- 4) Fleetwood estimates that 5% of the identified motor homes contain the safety defect.
- 5) On motor homes affected by this recall the power steering gear box hydraulic lines are routed too close to a sharp edge. This can cause the lines to rupture and result in a hydraulic fluid leak. This loss of hydraulic fluid causes the power steering assist feature to not function.
- 6) Not applicable.
- 7) The Fleetwood Motor Home Group Engineering Services Staff began an investigation when this matter came to our attention in July 2000, from a consumer report of the condition.

Fleetwood is not aware of any accidents or injuries that have resulted from this safety defect.

- 8) Fleetwood will inspect, replace or repair damaged hoses as necessary, and relocate the affected hydraulic lines. Fleetwood will perform this modification at no charge to the customer.
- 9) Fleetwood intends to conduct a dealer notification mailing on August 7, 2000.  
Fleetwood intends to conduct a customer notification mailing on August 14, 2000.

Fleetwood does not foresee any problems with implementing this voluntary recall campaign.

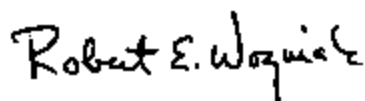
10) Copies of subsequent correspondence will be submitted to NHTSA within five (5) working days of distribution. This correspondence will include:

- I) Letter of dealer notification
- II) Letter of customer notification
- III) Recall service bulletin

In accordance with our customary practice, we are requesting your review of the enclosed drafts of letters to dealers and owners. Also enclosed is a draft of the recall service bulletin which details the remedy to be applied to the subject motor homes.

If additional information is required, please contact myself.

Sincerely,



Robert E. Wozniak  
Director of Product Compliance  
Recreational Vehicle Group

REW/ss

Attachments: Draft dealer letter  
Draft customer letter  
Draft service bulletin

# IMPORTANT RECALL INFORMATION

August, 2000

**TO: All Fleetwood Dealer Principals, Service Managers, and Part's Managers**

**SUBJECT: Recall Campaign 00724  
1996, 1997, 1998, 1999, 2000 Discovery & 1999, 2000 Bounder Diesel  
Power Steering Hydraulic Hose Routing**

Fleetwood Enterprises, Inc., is requesting your assistance in conducting a voluntary recall notification campaign in accordance with the National Highway Traffic Safety and Motor Vehicle Safety Act.

Fleetwood Enterprises, Inc., has determined that a defect relating to motor vehicle safety exists in certain 1996, 1997, 1998, 1999 and 2000 model year Discovery and 1999 and 2000 model year Bounder Diesel brand class A motor homes manufactured at our Decatur, Indiana, and Paxinos, Pennsylvania, manufacturing plants. We are notifying owners in order to correct the problem. A copy of the letter sent to owners is enclosed for your information.

**What is The Problem?** On motor homes affected by this recall the power steering gear box hydraulic lines are routed too close to a sharp edge. This can cause the lines to rupture and result in a hydraulic fluid leak. This loss of hydraulic fluid causes the power steering assist feature to not function. To correct this defect, it is necessary to reroute the power steering gear box hydraulic hoses as described in the enclosed *Recall Service Bulletin # 00724*.

**What should you do?** Owners of the above mentioned Discovery and Bounder Diesel brand motor homes have been asked to contact a Fleetwood dealer to have the described defective condition remedied. In the event that you are contacted by a customer, please verify eligibility by referring to the serial number range listed on the following page prior to beginning the repairs. Should a customer have you perform this service, please complete the *Fleetwood Repair Order (form X-SR-042)*.

Once repairs are completed, have the customer sign the *Fleetwood Repair Order* and return it to your National Warranty Processing Center in Decatur, Indiana for payment. You will be reimbursed in accordance with *Service Bulletin #00724*. Customers will not be charged for these repairs.

**What  
should  
you do?**

If you have one of these vehicles in your inventory, you will be mailed a recall notice for that specific motor home. Fleetwood is asking our dealers to make repairs to stock units on dealer lots prior to sale or lease.

Federal Law (Section 154 of the National Traffic and Motor Vehicle Safety Act of 1966) requires that:

If you have received a notice of recall or failure to comply from Fleetwood or any component manufacturer, you must repair or otherwise correct the defects on vehicles remaining in your inventory, according to the notification, before selling or leasing the vehicles.

1. Identification of Involved Vehicles

1996 Discovery - Plant 44 Decatur

770AT4463802 thru 770AT4465131

770RT4463959 thru 770RT4465256

1997 Discovery - Plant 44 Decatur

770AV4464879 thru 770AV4469851

770RV4464880 thru 770RV4469900

1998 Discovery - Plant 44 Decatur

770AW4469533 thru 770AW4473246

770QW4469534 thru 770QW4473162

770RW4469535 thru 770RW4473248

770TW4473253 thru 770TW4473283

1999 Discovery - Plant 44 Decatur

770AX4473247 thru 770AX4476458

770QX4473123 thru 770QX4476495

770RX4473150 thru 770RX4475864

770TX4473109 thru 770TX4476563

770VX4474151 thru 770VX4476580

2000 Discovery - Plant 44 Decatur

770TY4476292 thru 770TY4476976

770VY4476293 thru 770VY4477024

1999 Bounder Diesel - Plant 71 Paxinos

735SX7152516 thru 735SX7154310

735ZX7152121 thru 735ZX7154363

rafx

**2000 Bounder Diesel – Plant 71 Paxinos**

735SY7153908 thru 735SY7156127

735ZY7153907 thru 735ZY7156234

**2. Flat Rate Allowance**

The flat rate code to be used for this Safety Recall is as follows:

Flat Rate Code	Description	Flat Rate Time
		1 ½ hours

Please review this entire Recall package with your Parts and Service Staff to familiarize them with the step by step procedure and implement this Voluntary Safety Recall Campaign.

Thank you for helping Fleetwood with its continuing efforts to maintain customer satisfaction. If you have any questions, please contact your regional Fleetwood Service Center.

Sincerely,

FLEETWOOD ENTERPRISES, INC.

Tina Beck  
Service Administrator  
Motor Home Division

Enclosures: Recall 00724 Customer letter  
Recall 00724 Service Bulletin

**IMPORTANT RECALL INFORMATION**

August, 2000

**Dear Valued Fleetwood Motor Home Customer:**

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

Fleetwood Enterprises, Inc., has determined that a defect relating to motor vehicle safety exists in certain 1996, 1997, 1998, 1999 and 2000 model year Discovery and 1999 and 2000 model year Bounder Diesel brand motor homes built at our Decatur, Indiana, and Paxinos, Pennsylvania, manufacturing plants.

***What is the problem?***

On motor homes affected by this recall the power steering gear box hydraulic lines are routed too close to a sharp edge. This can cause the lines to rupture and result in a hydraulic fluid leak. This loss of hydraulic fluid causes the power steering assist feature to not function. To correct this defect, it is necessary to reroute the power steering gear box hydraulic hoses.

***What will Fleetwood do?***

The repair for this potential problem consists of having the power steering gear box hydraulic lines inspected, repaired if necessary, and rerouted. This inspection and repair could take up to one and one half (1 ½) hours.

***What should you do?***

Due to safety related reasons and the potential for loss of steering control, please make certain your motor home is immediately repaired by contacting the dealer who sold you your motor home and making an appointment to have this repair performed. If they are not available, another Fleetwood motor home dealer may do this work for you.

It is recommended that, until your motor home is inspected or repaired, you operate your motor home at a low rate of speed and that you are particularly sensitive to steering wheel feedback. Unless there is a sudden and catastrophic failure of the hydraulic hose, the steering feedback will first develop a pulsating feeling with steering effort increasing until all power steering assist is gone. Thereafter, the motor home steering will become 100% manual requiring additional effort to correct your course. Remember that at all times your motor home is steerable but what is at question is the amount of power assist available.

**What  
should  
you do?**

It is also recommended that prior to operating your motor home you assure there is no leakage from your power steering system. A leak from the hoses, described above, will accumulate on the ground in the left front of the motor home just inside the frame rail and forward of the left front tire. Power steering fluid is red in color and has the consistency of light machine oil. If leakage is evident, please contact the Fleetwood Customer Assistance Group at (800) 322-8216. Please note that your dash air conditioning system exhausts water condensate at the right front corner of your motor home. Be aware that this is a normal function and has nothing to do with the power steering situation.

When you deliver your motor home for repairs, your Dealer will complete a Fleetwood Repair Order. Upon completion of the repair, please sign the Fleetwood Repair Order.

Please fill out the enclosed *Vehicle Information Update Card* and return it to Fleetwood. If you no longer own this vehicle, please take a moment to provide the name and address of the person you sold it to. This will enable us to send this important recall information to the new owner.

If you are unable to obtain the specified repair promptly and without charge, please contact:

Motor Home Service Division  
Fleetwood Enterprises, Inc.  
P.O. Box 7638  
Riverside, California 92513-7638  
(800) 322-8216

If you believe that the Dealer and Fleetwood Enterprises, Inc., have failed or have been unable to remedy the defect without charge or within a reasonable period of time, you may submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
400 Seventh Street S.W.  
Washington D.C. 20590

Or call the toll-free Auto Safety Hotline at (800) 424-9393. Residents of the Washington D.C. area should call (202) 366-0123.

Fleetwood Enterprises, Inc., regrets any inconvenience this may cause you. We are taking these steps in the interest of your safety. We appreciate your prompt assistance in eliminating this potential hazard.

This letter does not constitute an acknowledgment of legal liability.

Sincerely,

FLEETWOOD ENTERPRISES, INC.

Service Administrator  
Motor Home Group



## SERVICE BULLETIN

**PARTS REQUIRED**

- 1 - 12 inch trim lock
- 2 ½ quarts Dexron III
- 1 - 1 ¾ inch insulated loop clamp
- 8 - 15 inch plastic wire ties
- 1 - ¼ x 1 inch bolt
- 1 - ¼ inch nut
- 1 - ¼ inch lock washer

**TOOLS REQUIRED**

- 2 - 10 ton jack stands
- 1 - 5 quarts drain pan
- 1 - 7/8 inch open end wrench
- 1 - 7/16 inch open end wrench
- 1 - 7/16 inch socket and ratchet
- 1 - diagonal wire cutters
- 1 - flat blade screwdriver

**PROCEDURE**

The following procedure describes the necessary steps to reroute and secure the power steering gear pressure and return hoses.

Read through this complete procedure and review the illustrations before proceeding.

This procedure is best done on a lift. If a lift is not available, it can be completed on jack stands.

**Procedure for Power Steering Hose Reroute:**

Park unit on a flat cement surface and block rear tires. Raise the front of unit with leveling jacks and place at least two (2) 10 ton jack stands under the chassis

frame rails. Lower the unit down on the jack stands. Note the leveling jacks will drop very quickly; jack stands should be snug to the chassis rails before lowering unit.

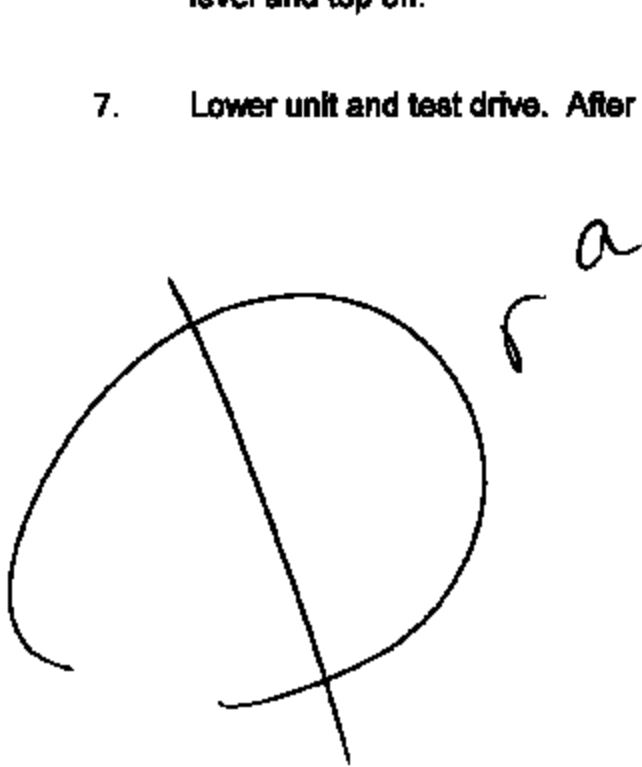
Inspect pressure and return hoses for damage. If no damage is found, follow steps 1 thru 7. If damage is found, follow steps for repairing the appropriate hose: for pressure hose, step xc; for return hose, step yy.

1. Place a drain pan under the steering box. (Power steering system holds approximately 2 quarts of fluid.)
2. Remove the return hose (black) from the return hose tube, cap the tube (12 mm) on the steering gear, and drain the hose and reservoir into the pan. Do not save fluid.
3. Remove the pressure hose (blue) from the fitting in the steering box. Drain the fluid from the hose into the drain pan. Do not save fluid.
4. Cut the wire ties that hold the heater hoses and power steering hoses together. Remove the plastic spiral protective hose covers, then pull both power steering hoses back through the frame cross member. Reroute the power steering hoses above the heater hoses and over the top of the left chassis frame rail.
5. Loosen both the return hose tube nut and the locking nut on the pressure fitting. Rotate both toward the generator (See Illustration). Do not tighten at this time. Reroute both power steering hoses along the top of the chassis rail and reattach to their fittings. Do not tighten at this time. Check that both hoses are away from any sharp edges and have no kinks. (Add trim lock to all frame edges close to or touching the hoses.) Tighten all loosened nuts and clamps. Using a 1 3/4 inch

insulated loop clamp, secure both power steering hoses to the bracket using the existing  $\frac{1}{4}$  inch hole as shown in Illustration # \_\_\_\_.

**PICTURE ILLUSTRATION.**

6. Fill power steering fluid reservoir. Start engine; check for leaks. Turn steering wheel right and left to clear air from system. Recheck fluid level and top off.
7. Lower unit and test drive. After test drive, recheck for any leaks.



**PROCEDURE FOR POWER STEERING HOSE REROUTE****Step XX: Procedure for Repairing Power Steering Pressure Hose**

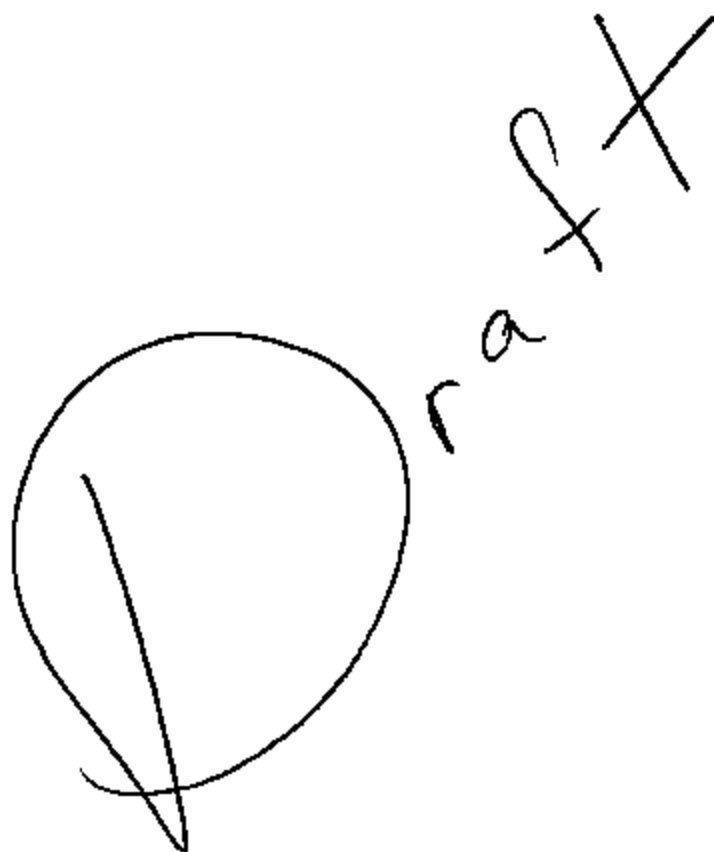
After the power steering pressure hose has been pulled back through the frame cross member, cut the hose \_\_\_ inches from the steering box fitting end and install a screw together repair fitting, Part # \_\_\_ (See Illustration). Install the extension hose, Part # \_\_\_\_\_. Go to step 4.

**PARTS REQUIRED****TOOLS REQUIRED****Step YY: Procedure for Repairing Power Steering Return Hose**

After the power steering return hose has been pulled back through the frame cross member, cut 1 inch on either side of the damaged area and install a 3/8 inch inside diameter brass barbed hose mender fitting or equivalent (See Illustration) using two 3/4 inch screw clamps. Go to step 4.

**PARTS REQUIRED**

TOOLS REQUIRED



Grainger item # 4A495

Grainger Mfg. Name: SPEEDAIRE

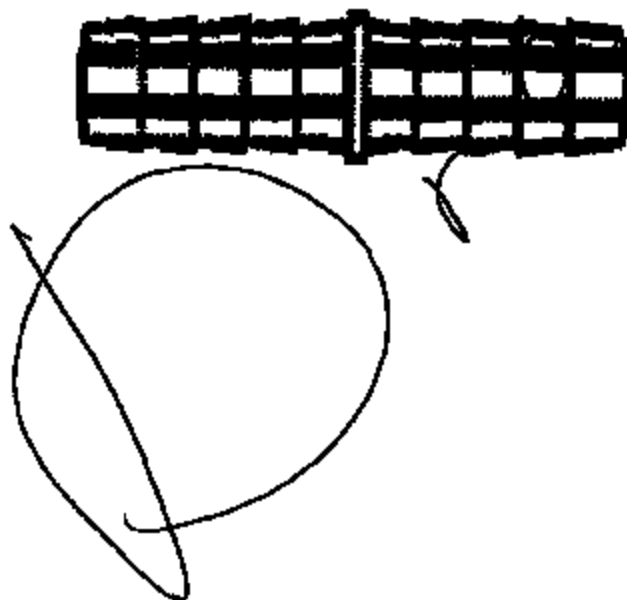
Primary Description: 3/8" HOSE MENDER BARB

Secondary Description: 3/8" HOSE ID, HOSE MENDER

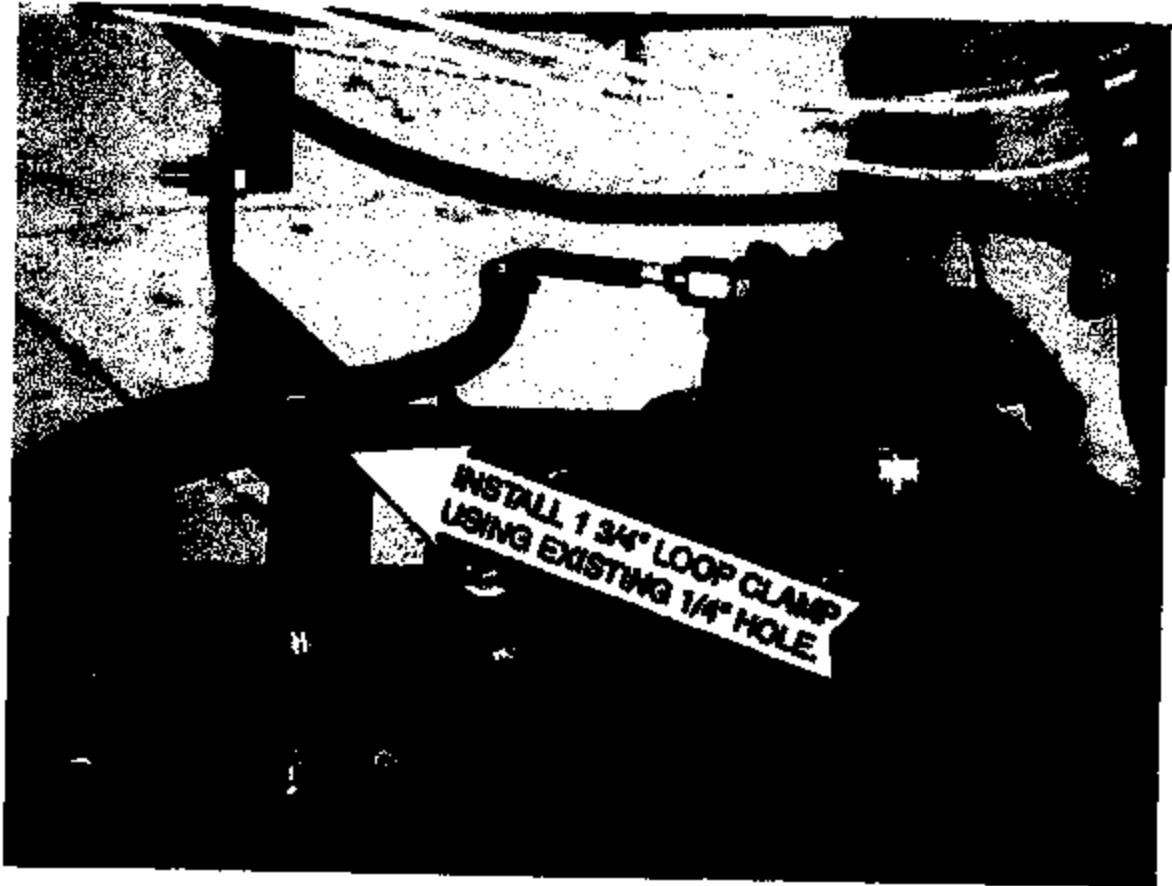
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Price \$1.28



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